

Business Process Manager :: Synopsis
aka, Firm's Tech GURU
Fiorilli Construction, Inc. Cleveland, OH

Fiorilli Construction is a high growth General Contracting, Design Build, and Construction Management firm focusing on enhancing our relationships locally, within the Midwest and expanding nationwide. We are currently seeking dedicated, creative, high performing rock star in our industry who understand the teamwork and trust that is required in the commercial construction industry along with our hyper-growth culture.

We are exceptional in the construction field, have integrity in all we do, and believe in contributing to an amazing culture within our work environment. We believe in the philosophy of work hard, play hard. We all have various interests outside of the office; we are committed to family, and are passionate about our lifestyles. At the end of the day, building synergistic authentic relationships is our #1 priority. We do not believe that this is just a job, but a passion and we bring that to each and every project that we do.

We are looking for exceptional, seasoned commercial construction experts able to service clientele for a large variety of construction projects and take responsibility for all project productivity, communications, and controls while operating effectively and efficiently in a collaborative environment. Ideal candidates must be passionate about providing outstanding services to deliver a great product while demonstrating a strong sense of accountability.

Executive Summary

The business process manager evaluates, designs, executes, measures, monitors and controls business processes. Managers work to ensure that business process outcomes are in harmony with an organization's strategic goals. They work collaboratively across all departments of the organization to help improve the management of a business process. They also tend to focus on the entire process from beginning to end, introducing innovation into the process that can impact results, enhance profitability and assist the organization to meet its business objectives and goals.

The business process manager is responsible for improving corporate performance, and he/she does this by optimizing and managing the business process of a company.

The job description of a business process manager entails making an organization to be more efficient and effective.

The organization equally improves on its capability to change as the business environment changes.

The role of a business process manager involves controlling, monitoring, measuring, executing, designing, and evaluating business processes.

He/she ensures that the outcomes derivable from a business process are in line with the strategic goal of the concerned organization.

He/she is involved in improving business process management in practically all the departments that constitute an organization.

These managers are saddled with the responsibility of overseeing the completion of business processes right from the start.

They are equally expected to bring about innovation into business processes with the aim of positively impacting the results obtainable from the business process. As a result, profit-making is highly enhanced.

They also improve the overall ability of the company to achieve its business goals and objectives.

They are fully involved in the thinking process of a business. They are expected to draw a number of inferences from the processes involved in the business and use such inferences to the advantage of the business.

Qualifications:

Candidates preferred to have a minimum of 5 years' experience working in a large scale professional commercial construction environment, possess strong accountability, problem solving for the greater good, the ability to maintain solid relationships, and exhibit attention to detail in conjunction with excellent communication skills. Cutting edge technical savvy skills are preferred.

The following abilities, knowledge and skills are required for a business process manager to succeed in his/her job:

1. Possess ability for business management
2. Possess knowledge of organization's culture and structure
3. Possess strong communication skills
4. Ability to develop and entrench change techniques in an organization
5. Ability to build on the vision of the business organization
6. Ability to discover and establish business process
7. Ability to design, carry out analysis, and model business processes
8. Ability to construct business process methodology toolbox
9. Skill for business process simulation and optimization
10. Skill for application development
11. Possess required technical skills
12. Ability to establish and govern business process towards excellence performance
13. Ability to make decisions fast and also establish rules towards proper business management
14. Ability to facilitate business process and monitor other members of staff towards attaining business goal
15. Ability to benchmark and analyze various business processes.
16. *Experience in EOS Worldwide is preferred, EOS facilitation experience is a plus.*

Reports to: Vice President of Operations

Accountabilities:

1. TECH GURU (& PROCORE)
2. Systems & Processes LMA & Integration
3. Document Conventions Control
4. Construction IT liason
5. Backstopping :: Project MGR Acc'ty

Core Competencies:

- 1) A business process manager should be able to identify and create a business process, which is a formalized set of tasks and activities that helps accomplish specific business objectives. They should also be able to discern between a business process and a series of steps captured on a flow chart. Because many organizations don't have business processes in place to achieve their goals, the first responsibility of a business process manager might be to analyze the steps in question to determine if they consist of a simple series of activities or an actual business process.
- 2) Business process managers typically have a vision of the big picture. They understand that enhancing process effectiveness may not be a one-time endeavor, and that meaningful change typically requires continuous improvement. This holistic approach to process innovation also may require process managers who understand that changing one step in the process can impact other process activities.
- 3) Redesigning business processes typically involves more than just rearranging the steps on a flow chart. It can require the ability to change the hearts and minds of employees affected by the change. Evaluating, designing and controlling business processes alone would likely be incomplete if the employees who are impacted by it oppose and resist the change. Process managers engage employees to inspire and empower them to provide input into process change. They encourage employees to embrace the new process once it is implemented.
- 4) Generally, another quality of a process manager is tenacity. Consistently pursuing continued process innovation may require someone with exceptional determination, self-motivation and interpersonal skills. Promoting a new process innovation to achieve the cultural shift required to help the organization embrace a new innovation typically takes an individual with plenty of resolve.
- 5) Dedicated to Fiorilli Construction's (FCI) Core Focus (BSAR & DCE), Core Values, SMART Guarantee, & 10² Company Vision shared:
 - i) **CORE VALUES:**
 1. ***BSAR™ (Building Synergistic Authentic Relationships)***
 2. ***OWN IT***
 3. ***Always a Pro***
 4. ***Integrity in All We Do***
 5. ***Cutting Edge Cool***
 - ii) **CORE FOCUS:**
 1. ***BSAR – Building Synergistic Authentic Relationships***
 2. ***DCE – Deliver Construction Excellence***
- 6) Maintain Company, team, individual priorities to ensure overall Company profitability, full support to Company goals & success, full support to co-workers success, maintain the best interests of the Company as 'priority one' in all activities. Act as good ambassador/liaison on the behalf of the Company with owners & vendors to develop quality relationships and interest in FCI.
- 7) Ability to systematically analyze complex problems, draw relevant conclusions and implement appropriate solutions. Competitive, strong sense of urgency & problem-solving ability. Timely delivery / hitting deadlines / nailing it under pressure
- 8) Great communication, coordination and multitasking skills. Strong electronic, written, verbal skills with ability to convey complex information in a way that others can readily follow.
- 9) CONFIDENTIALITY. Client, co-worker, and vendor "transfer of trust" abilities
- 10) Tech savvy, solid knowledge of software and programs inherent to the Company.
- 11) Excellent negotiating and persuasive skills, both in one-on one and group situations.
- 12) Ability to meet the physical and mental demands to perform the duties required for this position.
- 13) Lead by example in the following:
 - a) Passionately dedicated to the success of the Company and its employees
 - b) Promote conducting ourselves via our CORE VALUES in all we do
 - c) Instill employees and co-workers as our extended family
 - d) Instill Customers and Vendors are our partners

Key Responsibilities:

1. The duties of the process manager also include gathering huge number of data together within the process framework of the organization and applying such data towards the success of the company.
2. He/she is usually involved in various company projects and is required to team up with other members of staff of the organization from various departments towards achieving the desired business goals of the organization.
3. His/her tasks also involve designing new processes for the organization and contributing towards solving process-related challenges that the organization may encounter.
4. He/she is required to map out any existing process in the organization and design new ones towards improving business process.
5. He/she is also involved in analyzing information, collecting data, researching processes, and holding meetings.
6. Many organizations today lack the right business process that can enable easy achievement of set goals; it is therefore part of the work description of the business process manager to properly analyze the constituents of business processes and all activities revolving around it towards setting the business on the right footing.
7. The manager is expected to react very fast to any rapid change in market condition towards improving the organization's business processes.
8. He/she is expected to eliminate any defect in his/her company's business process and also ensure top quality service delivery.
9. He/she is expected to achieve and maintain top level of business process performance.
10. Apply knowledge acquired on business process modeling notations to various forms of documenting processes.
11. Facilitate any organizational process workshop involving liaising with users and process requirements.
12. Carry out professional measuring and monitoring, as well as provision of feedback on performance of business processes.
13. Educate Business users that are responsible for the operation and management of various business processes.
14. Lead the redesigned workshop processes.
15. Manage changes in process.
16. Identify, detect, and create business processes towards accomplishing business goals specific for the organization.
17. Discern the difference between various steps and business processes recorded on a flow chart.
18. Analyze business steps and processes to enable easy determination of their constituents.
19. Identify business process challenges by analyzing process data and metrics.
20. Facilitate teams to critically review current processes for effectiveness, quality and simplification.
21. Develop and implement process solutions to improve operational efficiency.
22. Develop process workflow and design in compliance with regulatory requirements.
23. Provide training programs on new processes as needed.
24. Monitor and measure the benefits of post process implementation to ensure product quality, efficiency, and improvement.
25. Identify risks and issues in business processes and systems.
26. Identify and analyze business processes to be improved.
27. Lead a team that will be responsible for process assessments, and process design and redesign.
28. Analyze operating data and statistics to identify opportunities, develop action plans, and implement process improvements.
29. Prepare business process reports for management and customers.

30. Maintain and update all the process related reports for reference purposes.
31. Develop in-depth knowledge of the organization's business lines and products.
32. Assist in promoting the implementation of best practices.
33. Recommend innovative business and technical solutions to improve operational effectiveness.
34. Resolves issues effectively—seeing real problems, being comfortable with conflict, calling out the problems, and solving the problems in a practical and healthy manner. Ensures the leadership team is healthy, functional, and cohesive.
35. Effectively collaborates and stays on the same page with team members
36. Exemplifies and upholds our core values: Building Synergistic Authentic Relationships, OWN IT, Integrity in all we Do, Always a Pro, Cutting edge Cool People.
37. Exemplifies and upholds our Core Focus: Delivering Construction Excellence via Building Synergistic Authentic Relationships

First Year Outcomes together:

If selected, we are hopeful that our initial expected outcome in our first year together will be:

1. Companywide BPM / ERP Software System Implemented (Process Mgmt Workflow)
2. ALL CORE PROCESSES FBA 80% Strong
3. 4 VIP co-worker core values appreciative inquiry stories

Fiorilli Construction offers cutting edge competitive compensation as well as a progressive benefits package.